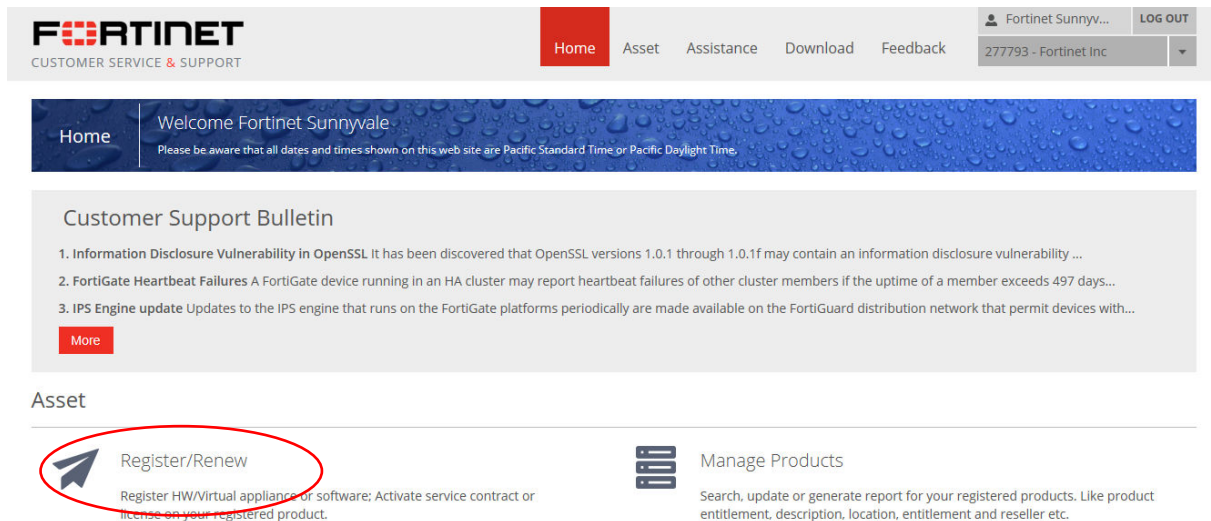


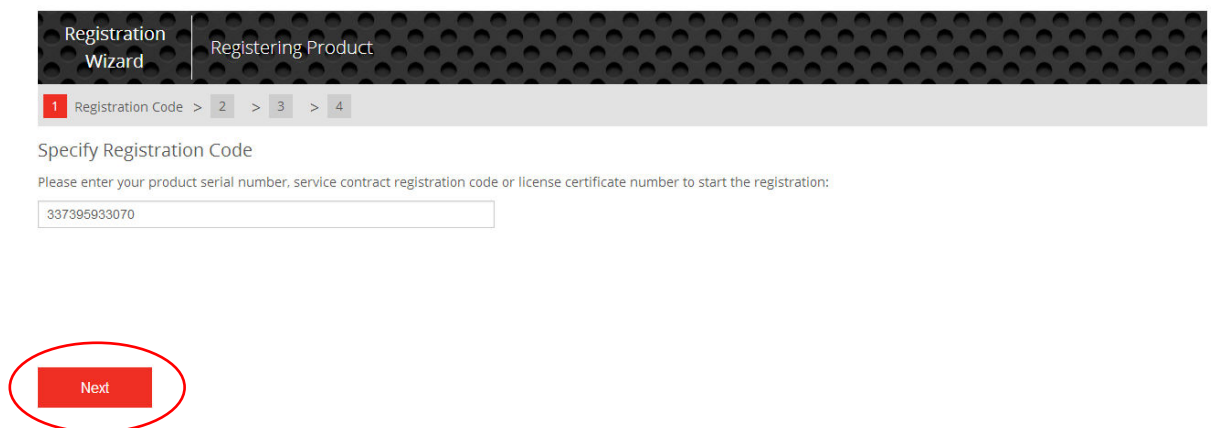
Premium Support Service Registration

There are different types of premium support services such as TAM, Resident Engineer, and Preferred. These types of contracts are account based and not to be registered against any serial number but it is associated to single Support Account.

1. Login to <https://support.fortinet.com> with your **account ID/email** and **password**.
2. Under Asset, select “Register/Renew”



3. Put in the Contract No in the column and click “Next”



Premium Support Service Registration

4. Read and accept the product registration agreement, click **"Next"**

Contract Registration | Registering Premium Support Service | Contract Number: 93686994

1 Registration Code > 2 Agreement > 3 Verification > 4 Completion

Fortinet Product Registration Agreement

FortiCare/FortiGuard Service Contract

THIS IS A LEGALLY BINDING AGREEMENT BETWEEN YOU, THE CUSTOMER, AND FORTINET. BEFORE YOU CONTINUE WITH REGISTRATION OF YOUR FORTICARE OR FORTIGUARD SERVICE CONTRACT (THE "SERVICES CONTRACT") CAREFULLY READ THE TERMS AND CONDITIONS OF THIS AGREEMENT. BY CLICKING ON THE "ACCEPT" BUTTON, YOU, AS AN AUTHORIZED REPRESENTATIVE ON BEHALF OF CUSTOMER, CONSENT TO BE BOUND BY AND BECOME A PARTY TO THIS AGREEMENT ("AGREEMENT") AND YOU REPRESENT THAT YOU HAVE READ AND UNDERSTAND THIS AGREEMENT AND HAVE HAD SUFFICIENT OPPORTUNITY TO CONSULT WITH COUNSEL PRIOR TO AGREEING TO THE TERMS HEREIN AND SUBMITTING YOUR REGISTRATION. IF YOU HAVE ANY QUESTIONS OR CONCERNS, OR DESIRE TO SUGGEST ANY MODIFICATIONS TO THIS AGREEMENT, PLEASE CONTACT THE LOCAL FORTINET SALES REPRESENTATIVE TO BE REFERRED TO FORTINET LEGAL. IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS AGREEMENT, DO NOT CONTINUE WITH THE REGISTRATION PROCESS.

The parties to this agreement are Customer and, effective January 1, 2013, either (i) where Customer is located within the Americas, Fortinet, Inc., or (ii) where Customer is located outside of the Americas, Fortinet Singapore Private Limited (each referred to herein as "Fortinet"). The effective date of this Agreement shall commence upon Customer's acceptance of this Agreement. Service Contracts are available for Fortinet's commercial networking products and related equipment, including hardware products with embedded software, and software products sold and licensed to you pursuant to Fortinet's End User License Agreement ("EULA" provided to you with the products, which EULA is incorporated herein by reference and is available at <http://www.fortinet.com/doc/legal/EULA.pdf> "Terms and Conditions of Sale"). This Agreement and the Terms and Conditions of Sale represent the entire agreement between the parties with respect to maintenance and support services and shall supersede all prior representations, discussions, negotiations and agreements, whether written or oral.

☒ I have read, understood and accepted the contract stated above

Previous Next

5. Verify the entitlement preview for the contract – support type, support level, activation and expiration dates are correct before completing the registration.

6. Check the box to accept the terms and click **"Confirm"** to complete the registration.

Contract Registration | Registering Premium Support Service | Contract Number: 93686994

1 Registration Code > 2 Agreement > 3 Verification > 4 Completion

Verification

Important Notice:
READ BEFORE COMPLETING THE REGISTRATION.
Please verify the entitlement preview for 93686994 and its associated services.

Product Entitlement:

Support Type	Support Level	Activation Date	Expiration Date
Premium Support	TAM Gold	2013-12-20	2014-12-20

Entitlement calculation is based on any existing warranty or contract services plus the term of your new contract. If you have questions regarding these conditions, please open a ticket for Registration Assistance by clicking [here](#).

☒ BY ACCEPTING THESE TERMS, YOU ARE ACTIVATING THIS SUPPORT CONTRACT AND THE ENTITLEMENT PERIOD PROVIDED CAN NOT BE CHANGED. IF YOU WISH TO CONTINUE, CLICK "CONFIRM" BUTTON TO SUBMIT YOUR REQUEST.

Previous Confirm

Premium Support Service Registration

7. Once the registration completed, the product details will be displayed.

Contract Registration

Registering Premium Support Service

Contract Number : 93686994

1

Registration Code >

2

Agreement >

3

Verification >

4

Completion

Registration Completed

Thank you for choosing this Fortinet product. Your registration process has completed successfully. Please be aware that the registration information may not reflect on your product immediately, a delay (up to 4 hours) can occur.

Product Info

Premium Support Service Information

Service Name: Premium Support Service
Contract No.: 37993654
Registration Date: 2011-03-01
Partner: Danaw

Service Entitlement

Support Type	Support Level	Activation Date	Expiration Date
Premium Support	TAM Gold	2013-12-20	2014-12-20

Support Coverage

Support Type	Support Level	Activation Date	Expiration Date
Premium Support	TAM Gold	2013-12-20	2014-12-20

Registered Support Contract

	Contract Number	SKU	Creation Date	Registration Date
+	37993654	FP-10-PS001-910-02-12	2013-12-12	2013-12-20
+	93686994	FP-10-PS001-910-02-12	2012-11-25	2012-11-25
+	97403336	FP-10-PS001-910-02-12	2011-11-21	2011-11-23
+	03366398	FP-10-PS001-910-02-12	2010-05-25	2011-03-01

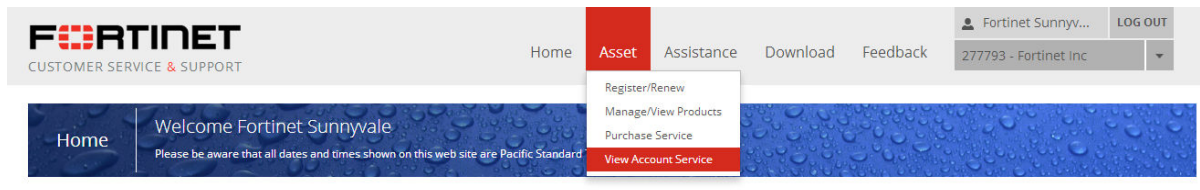
Register More

Finish

Premium Support Service Registration

Since these contracts are “Account Based” and not “Serial Number” based, you would only be able to view the contracts and services info as follows:

1. Under Asset, click “View Account Service”



2. You will see the registered contracts and premium support services.

A. TAM Service and Resident Engineer

Account Service | Fortinet user account service

Premium Support Service

Premium Support Service Information

Service Name: Premium Support Service
Contract No.: N/A
Registration Date: N/A
Partner: N/A

Service Entitlement

Support Type	Support Level	Activation Date	Expiration Date
Premium Support	TAM Gold	2014-02-14	2015-02-14

Registered Support Contract(s)

Support Type	Support Level	Activation Date	Expiration Date
Premium Support	TAM Gold	2014-02-14	2015-02-14
Premium Support	Resident Engineer	2013-11-06	2014-02-04

B. Preferred Service

Account Service | Fortinet user account service

Premium Support Service

Premium Support Service Information

Service Name: Premium Support Service
Contract No.: N/A
Registration Date: N/A
Partner: N/A

Service Entitlement

Support Type	Support Level	Activation Date	Expiration Date
Premium Support	Preferred	2014-03-19	2017-03-03

Registered Support Contract(s)

Support Type	Support Level	Activation Date	Expiration Date
Premium Support	Preferred	2014-03-19	2014-09-15